



Brilliant Customer Service (Brilliant Business)

Debra Stevens

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Keep them coming back for more

Brilliant Customer Service is your guide to help you deliver exceptional customer service and keep your customers coming back time and time and again. It's for anyone involved in any organisation – whether you run your own business, manage people or you are a customer facing employee. It doesn't matter what your budget is, you'll find lots of simple changes you can implement right now to build a highly successful customer service strategy.

BRILLIANT OUTCOMES

- **Identify your customers real needs and how best to meet them**
- **Build trust and long term loyalty with your customers to stay ahead of the competition**
- **Make sure you are remembered and recommended**

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